

Carer Supports and Services

Information for Carers

for young carers and adult carers



unpaid carers supports services



South
Lanarkshire
Health and Social Care
Partnership



Introduction

This booklet is for anyone who provides (or intend to provide) care for another person. Section 1(1) of the Carers (Scotland) Act 2016 defines a carer as an individual who provides or intends to provide care for another individual (the “cared-for-person”). You can be caring for any number of hours, it does not need to be regular or substantial. Carers do not have to be related to, or live with, the person they care for. Carers come from all walks of life, all cultures and can be any age.

You may be a parent, a partner, a son or a daughter, a sister or brother or friend to someone who needs support as a result of their illness (physical or mental illness and substance misuse), condition or disability. If you provide them with help and support to manage their life – you are also a carer.

Am I a carer?

When you become a carer or your caring situation changes, you may find you need some extra support to help you maintain your caring role in good health and wellbeing.

Young carer

- under the age of 18; or
- 18 or over, but still attending school.

Adult carer

- aged 18 or over, and not attending school.

Family, friends and carers play a critical role in supporting people to manage their health, condition or recovery and we recognise that this means you the carer, may sometimes need support too. Support can come in many different forms, this booklet will help you to know the supports and services that can benefit you as a carer. The supports available can help you to address how the caring role affects your life and will help you identify from a person centred approach what services would be best for you. We know every caring role is individual and specific to every carer and we want you to feel the right supports and services are in place at the time you need them.

Carers rights

The Act extends and enhances the rights of carers in Scotland. The package of provisions in the Act is designed to support carers' health and well-being.

The Act contributes to the Scottish Government's vision of a healthier and fairer Scotland. These rights include, amongst other things:

Carers' charter

As required by section 36 of the Act the Scottish Ministers have published a Carers' Charter which sets out the rights of carers in or under the Act. The Act also requires local authorities to have a local information and advice service for carers. These services must provide information and advice about a number of things relevant to carers, including the carers' rights set out in the Carers' Charter.

Carers rights

- Adult carers have a right to an Adult Carer Support Plan and young carers have a right to a Young Carer Statement. **What do you have a right to?** All carers can access a variety of information and support from their local community organisations. When you make a plan it can help decide if you have either eligible or non-eligible needs using the framework that is the Local Eligibility Criteria.
- Carer have a right to support to meet eligible needs. **How will my eligible needs be met?** The responsible local authority must provide support to any carer who has identified needs (which meet local eligibility criteria) that cannot be met through support provided to the person being cared for, or through general local services.
- Carers have the right to be involved in planning carer services provided. **What sort of services will carers be involved in?** This includes the local carers strategy, short breaks services statement and their own support needs plans and those of the people they care for.
- Carers have the right to be informed, heard and their views considered and should be involved in the discharge process. This applies for planned or unscheduled admissions and where it is likely that you will be providing care after the person you care for is discharged.

All referenced documents can be found at:

www.southlanarkshire.gov.uk/info/200220/carers

Getting help

Getting practical help

Carers, accessing the right level of support at the right time in South Lanarkshire.

Many organisations both locally and nationally offer supports for carers. These organisations can provide you with literature, information, support and advice alongside training, breaks and help completing forms and understanding services. The first step to getting practical help is knowing what is available to help you as a carer to maintain your caring role. When you get the supports and services that help you, it improves your health and wellbeing and empowers you to be able to know what you have a right to and what you may be able to access either as eligible or non-eligible needs.

Being a carer can affect you in many ways; your work, physical health, family and commitments, home or housing, finances and your social life, isolation, stress, mental health, or work-life balance.

Some ways that caring may affect you are:

- Your own physical or mental ill health
- Difficulties with your employer or your education provider
- Social isolation and losing the sense of your own self
- Not being able to have or maintain a life outside of caring
- Being uncertain about your rights to support
- Financial or legal worries
- Not knowing who to turn to for advice and support

As a carer you should be listened to and have your views taken in to account and this means you should be asked if you are willing and able to provide care for the person you care for.

Telling your GP

Many GP surgeries have set up a Carers Register to enable carers to access further support.

Carers should inform their GP or their primary contact person that they are a carer. The surgery can signpost you to organisations that can help you with emotional and practical support. Your GP surgery may additionally offer:

- Carer, double and flexible appointments
- Carer information stalls and carer information boards
- Flu vaccinations for carers
- Health checks

We know caring can sometimes be difficult and can create a range of pressures, when you let the practitioners you are engaging with know you are a carer it can help you to find the right supports and services at the right time.

Advocacy

Advocacy support does not guarantee a successful outcome but it does give a carer an assurance that they have been listened to. You, the carer, decide what you want to say; advocacy supports you to do it.

Carers tell us that sometimes they don't feel they are listened to and that they can feel intimidated or ignored in meetings. Advocacy services listen to what a carer has to say about their circumstances, helping carers to identify and prioritise issues allowing carers to deal with the challenges they face with greater confidence.

Advocacy can help carers:

- Prepare for a meeting by identifying and prioritising issues and being clear about the views they wish to express
- Advocates can attend with or speak on the carers behalf if preferred
- Contact professionals or services by letter/phone/email on behalf of a carer
- Signpost carers which can help carers to make informed choices

Finance and benefits

When you become a carer or your caring circumstances change it may impact on your finances. We have a team of dedicated welfare rights officers who can help you with a benefits check.

Carers can ask for a review of their current and potential benefits entitlement. Although the benefits system can be complicated, they can increase your household income and can sometimes help protect your State Pension entitlement in the future. Get a benefits check and ensure you get all the right benefits you and the person you care for are entitled to.

Training and learning

Carers can learn about a range of subjects that will give them confidence in their caring role and help them maintain their own health and wellbeing.

Training can be for practical or emotional support or purely for pleasure. Courses cover subjects such as moving and handling, practical first aid, sleep workshops, makaton, understanding Autism and Dementia Awareness. Carers can also attend softer subjects such as art workshops, wellness and mindfulness courses.

There are also more formal online learning options that carers can complete from home or perhaps with a voluntary organisation.

Leisure and support groups

Carers need to take care of themselves, your health and wellbeing is very important, and whilst it may be difficult to think about yourself, you need time out to relax, talk to others or maybe get some support from people in a similar situation.

Carers can access a range of support groups both general and condition specific across the localities, there are clubs, meetings, sports and arts classes offered by lots of different organisations in many locations. Carers can access these through our voluntary third sector organisations.

Emergency and future planning

As a carer you need to know that if an emergency happens you have a plan in place to deal with the situation.

If an emergency happens a plan can help ease your worries if you are not able to care for the person you look after either in the long or short term.

Carers are able to create plans that can involve their friends or family or you may need the reassurance of involvement from the Health and Social Care Partnership in case your informal arrangements cannot meet your needs at any point. The plan will hold lots of details about the person you look after that will ensure their details can be easily accessed if needed.

Emergency carer card scheme

In South Lanarkshire there is an emergency card scheme, you can obtain this from one of our carer organisations.

Anticipatory Care Planning

Anticipatory Care Planning is about individual people thinking ahead and understanding their health. It's about knowing how to use services better and helps people make choices about their future care. You can get this service from your GP or community nurse or you can go online at www.ihub.scot and search Anticipatory Care Planning.

Hospital discharge

Carers have the right to be informed, heard and their views considered and should be involved in the discharge process. This applies for planned or unscheduled admissions and where it is likely that you will be providing care after the person you care for is discharged. The health board has a duty to inform and involve you in the discharge planning.

How will this happen? The staff should have an early conversation with you to hear your views, tell you the discharge date and hear your views to plan for the rights supports to be put in place following discharge. **Why?** Being involved will help you be better prepared and will help ensure the person you care for has support to help them at home after discharge. It also means you can inform staff about

how things are at home, you can find out about follow up plans, appointments and medication.

You should be asked about the supports and services you as a carer might need, if you are not offered this contact the carer organisations and ask for information and advice.

Adult Carers Support Plan (ACSP)

The ACSP is a conversation, it is an opportunity to discuss with Social Work Resources or your local carers centre what support or services you need and the types of support you provide.

You will discuss your caring role and what is important to you in your life. It will look at how caring impacts on you and what is important to you in your life. Your key worker will co-produce the assessment with you. They will work with you and complete the ACSP and help you to understand your eligible and non-eligible needs and plan what could help you work towards your goals. Carers will be guided to find supports and services according to their eligibility.

If you consider your needs to be low or moderate, and you want an ACSP approach one of our carer organisations and request an ACSP. If you believe your needs are critical or substantial you can go direct to Social Work. Direct services may be provided as a result of your assessment and/or you may additionally be signposted to relevant voluntary organisations who can offer you a wide range of information, advice, supports and services that can make a difference to you.

Understanding eligibility

Eligibility criteria must now be applied to supporting carers. The criteria relates to the two stages of the assessment process. Carers' needs are assessed at either an ACSP or YCS then a decision is made to see which needs will be met by providing services. Simplified, eligibility criteria are a framework of levels of access for support.

South Lanarkshire's eligibility criteria for carers are separated into four categories of needs: **low**, **moderate**, **substantial** and **critical**. Some of the assessed needs may 'trigger' support; they will be 'eligible needs'.

Whatever level your needs are assessed at, there are different types of supports and services that can assist you in your caring role. The Health and Social Care Partnership take a preventative approach to supporting carers and we may therefore be able to meet your needs in a range of ways. To find out more read our Local Eligibility Criteria document.

Young Carers Statement (YCS)

Your local authority will normally be responsible for offering your YCS. They will agree with you when and how the YCS conversation takes place. You, the young carer can request an YCS or you can be referred by a practitioner such as: a doctor, teacher, and social or youth worker.

The YCS begins with a conversation with your worker where you discuss your caring role and what is important to you in your life. It helps plan what could help you work towards your goals, looking at how caring impacts on your life and what is important to you. It helps you think about what support you may need if you wish to continue caring and have a life similar to that of other young people.

To find out more about the Young Carers Statement you can contact our Young Carers Service directly. The Carers Trust Scotland have produced a “Young Carers Jargon Buster” to help you understand your rights, which you can access from our web site or directly from them.

Young carers

Young carers in South in Lanarkshire can access services through our dedicated Young Carers Service and with our Education Resource, Youth, Family and community learning services.

The Young Carers Service provides advice and support to young carers whose life is affected by having to carry out tasks and have some responsibility for another person.

Young carers can get; Individual or family support. The service holds activity groups and promotes peer support. To ensure young carers receive the supports and services they may be eligible to we hold issue based group work and undertake awareness raising. The service works in schools and with young carers with additional support needs and young carers in transition.

There is a Young Carers Forum and a Youth Council where you as a young carer can get involved and have your voice heard. More information can be found on our website at Young Carers Service.

Short breaks

A short break is any form of service or assistance which enables carers to have sufficient and regular periods away from their caring routines or responsibilities. It is designed to support the caring relationship and promote the health and wellbeing of the carer, the supported person, and other family members affected by the caring situation.”

Carers may need a break for many day to day reasons such as to attend a doctor, hospital or dentist appointment or to deal with another type of family responsibility or for a holiday. Short breaks should be planned around what matters and what a break means to the carer to ensure it meets each individual carers’ needs.

There are a variety of options available, dependant on your eligible needs such as: a break away from home for the carer, a joint break to go away together, 24 hour residential care for your cared-for-person, or time out from your daily routine. To find out more read our Short Breaks Services Statement.

Counselling and bereavement

Sometimes a mixture of complex emotional, physical and practical factors can impact a carers’ wellbeing. There are a selection of services that help and enable people to better understand and cope with a range of factors. These can relieve anxiety, reduce stress and sustain you by improving your quality of life, making you feel more positive and giving you hope.

Counselling is to help people and families work through and recover from loss in a healthy manner. Grieving produces an array of powerful and intense emotions and, for some people, suppressing these emotions can lead to problems later in life.

It offers support at challenging times. It is a form of therapy that helps the bereaved explore and process distressing and confusing feelings.

Within South Lanarkshire there are support groups, therapeutic arts and one to one counselling and workshops available to help carers cope.

For the person you care for

The key to receiving community care services is a Community Care Assessment.

This is undertaken by Social Work Resources or it may be part of the discharge plan if carried out in hospital. It is a conversation that looks at what is needed to enable the person to live as independently as possible at home. It may trigger support for day care, short breaks, community alarms, equipment, adaptations, help with personal care and/or self-directed support funding options. Full information can be accessed on our website at **self-directed support** or through one of our third sector organisations.

The Health and Social Care Partnership may provide services to either you as a carer or the person you support, or both of you to meet your assessed and eligible needs.

The community care assessment includes a financial assessment where the finances of the person you care for will be assessed. There are rules around free personal care for both over and under 65s, for full information you can find out more on our website.

Home adaptations and equipment

You can find out about equipment, minor adaptations and technology that can help make your home safer and give the person you care for more independence. You may need to have adaptations at home to both manage now and to plan for the future. There are a variety of resources available which you can find out about from national and local organisations as well as Social Work Resources.

Day care and respite

We have a range of centres where people can enjoy the company and activities on offer where trained staff provide personal care and support. Day care places are only offered after a care assessment.

All our day care centres are comfortable, modern, purpose built facilities with areas for group activities and private rooms for personal care. They are designed to:

- keep people active, involved and stimulated
- provide a nutritious lunch
- help reduce loneliness and isolation
- provide a break for carers

All referenced documents can be found at:

www.southlanarkshire.gov.uk/info/200220/carers

Information - Where I can go

Caring can be complicated and confusing. Carers need to consider a wealth of issues and this can be bewildering as so many areas of caring overlap. Having the right type of information can help you unravel complex situations and find the supports and services that will enable you to keep on caring if you wish to.

You can use the list below to find local and national organisations you can contact for information, advice, supports and services:

Information, advice and support	Contact:
<ul style="list-style-type: none">• Welfare rights service• Debt and financial advice• Challenging decisions and making appeals	<p>Money Matters Advice – Each locality has a service www.southlanarkshire.gov.uk/info/200150/managing_your_money/1041/money_matters_and_claiming_benefits Phone: 0303 123 1008</p>
<ul style="list-style-type: none">• Day care and home based support services for the person you care for• Adult carer support plans• Short breaks services and information• Residential and home care services for the person you care for• Adult protection services• Self-directed support for you and the person you care for• Information about free personal care• Community care assessment• Adaptations and equipment	<p>Social Work Resources www.southlanarkshire.gov.uk/info/200146/social_care_and_health/815/contacting_social_work_services Phone: 0303 123 1008</p>

Information, advice and support	Contact:
<ul style="list-style-type: none"> • Financial advice • Information and advice • Signposting and referrals 	<p>Citizens Advice Bureau – Each locality has a service www.citizensadvice.org.uk/scotland/ Phone: 0808 800 9060</p>
<ul style="list-style-type: none"> • Leisure activities and services • Creative breaks and respite • Training course and learning • Carer registration cards • Support groups and social activities • Contact with other carers • Information and advice services • Adult carer support plans • Carer health checks 	<p>Lanarkshire Carers Centre www.lanarkshirecarerscentre.org.uk Phone: 01698 428090</p>
<ul style="list-style-type: none"> • Leisure activities and carer discounts 	<p>South Lanarkshire Leisure and Culture www.slleisureandculture.co.uk Phone: 01698 476262</p>
<ul style="list-style-type: none"> • Young carer groups • Contact with other carers 	<p>Universal Connections www.southlanarkshire.gov.uk/directory/23/universalconnections Phone: 01698 456680</p>
<ul style="list-style-type: none"> • GP carers register • Flu vaccinations and health checks • Carers, double and flexible appointments 	<p>Most of the GPs in South Lanarkshire</p>

Information, advice and support	Contact:
<ul style="list-style-type: none"> • Individual support • Young carer groups • Mentoring 	<p>Covey www.coveybefriending.org.uk Phone: 01555 673447</p>
<ul style="list-style-type: none"> • Hospital discharge • Signposting and referrals • Information and advice • Practical one to one support 	<p>Co-ordinator for Carers www.nhslanarkshire.scot.nhs.uk Phone: 01355 585522</p>
<ul style="list-style-type: none"> • Information and advice services • Signposting and referrals • Support groups • Drop in community cafes • Dementia helpline 	<p>Alzheimer Scotland www.alzscot.org Phone: 0131 243 1453 Helpline: 0800 808 3000</p>
<ul style="list-style-type: none"> • Drug and alcohol services • Support service • Information and advice 	<p>Addaction www.addaction.org.uk/services/south-lanarkshire-addaction Phone: 01698 533843</p> <p>Blameless www.blamelessuk.co.uk Phone: 01698 368650</p> <p>Community Addiction Recovery Service (CAREs) www.scottishdrugservices.com Phone: 01698 368711</p> <p>Lanarkshire Alcohol and Drug Partnership www.nhslanarkshire.org.uk/HealthyLiving/Alcohol/Pages/ Phone: 01698 454354</p>

Information, advice and support	Contact:
<ul style="list-style-type: none"> • Carers groups and group work • One to one support • Youth learning service • Young carer statement • Individual, family and peer support • Young carers forum • Contact with other carers 	<p>Social Work Resources – Young Carers Service www.southlanarkshire.gov.uk/info/200220/carers_and_caring/1048/south_lanarkshire_young_carers_service Phone: 01698 455455/ 01698 453310</p>
<ul style="list-style-type: none"> • Counselling and bereavement services • Peer support • Group activities and therapeutic arts • Contact with other carers 	<p>The Haven www.thehavencentre.com Phone: 01698 727884</p> <p>Kilbride Hospice www.kilbrydehospice.org.uk/ Phone: 01355 202020</p> <p>Cruise www.crusescotland.org.uk Phone: 0845 600 2227</p> <p>Petal Support www.petalsupport.com Phone: 01698 324502</p>
<ul style="list-style-type: none"> • Self-directed support information and advice 	<p>Take Control www.gcil.org.uk/support/take-control/take-control-south-lanarkshire.aspx Phone: 01698 892372</p>
<ul style="list-style-type: none"> • Anticipatory Care Planning 	<p>Health Improvement Scotland https://ihub.scot/project-toolkits/anticipatory-care-planning-toolkit/anticipatory-care-planning-toolkit/</p>

Information, advice and support	Contact:
<ul style="list-style-type: none"> • Information and advice services • Carers rights and carer contact • Signposting and referrals to a wide range of organisations, community cafes and groups • Consultations and carers meetings • Information fayres and community stalls • Carer support in the planning of services and decision making 	<p>South Lanarkshire Carers Network www.slcn.co.uk Phone: 01698 285163</p>
<ul style="list-style-type: none"> • Search tools and information • Training and volunteering • Newsletter 	<p>Voluntary Action South Lanarkshire (Vaslan) www.vaslan.org.uk Phone: 01698 300390</p>
<ul style="list-style-type: none"> • Information and advice • One to one ongoing support • Training and leisure opportunities • Campaigning and consultations 	<p>PAMIS http://pamis.org.uk Phone: 01698 420411</p>
<ul style="list-style-type: none"> • Advocacy 	<p>The Advocacy Project www.theadvocacyproject.org.uk Phone: 0141 420 0961</p> <p>Speak Out www.peak-out.org.uk Phone: 01698 283228</p>
<ul style="list-style-type: none"> • Emergency and future planning 	<p>Enable Scotland www.enable.org.uk/ Phone: 0300 0200 101</p>

Carers' checklist

What to do now

To get the right supports and services you need to think about what is best for you and the person you care for.

This checklist will help you think about how you begin:

It may seem overwhelming, carers often feel they have so many other responsibilities that they don't take care of their own health and wellbeing. We want carers in South Lanarkshire to access the right supports and services at the right time, if it all seems too complicated ask one of your carer organisations to help you get started:

Checklist	What to do
1. Know my rights	Look on the LA website
2. GP	Tell my GP I am a carer
3. Support	Do I need an Advocate?
4. Information	Contact a carers organisation
5. Benefits	Get a welfare rights assessment
6. Groups	Would I benefit from going to a group?
7. Hospital discharge	Do I need information?
8. Planning	Make an emergency plan
9. Eligibility	Read the Carers Eligibility Criteria
10. Assessment	Get an Adult Carer Support Plan or a Young Carers Statement

Related documents

- Carers Short Breaks Services Statement
- Carers Strategy
- Carers Local Eligibility Criteria

All referenced documents can be found at:

www.southlanarkshire.gov.uk/info/200220/carers

Local office contact details

Local social work offices are open
Monday to Thursday 8.45am – 4.45pm
and Friday 8.45am – 4.15pm

Clydesdale local office

Council Offices
South Vennel
Lanark ML11 7JT
Phone: 0303 123 1008

East Kilbride local office

Civic Centre
Andrew Street
East Kilbride G74 1AB
Phone: 0303 123 1008

Hamilton/Larkhall/Blantyre local office

Brandon Gate
1 Leechlee Road
Hamilton ML3 0XB
Phone: 0303 123 1008

Rutherglen local office

Council Offices
Cambuslang Gate
27 Main Street
Cambuslang G72 7EX
Phone: 0303 123 1008

Social Work Emergency Service

Phone: 0303 123 1008
This number is only available when the local offices are closed.

If you need this information in another language or format, please contact us to discuss how we can best meet your needs.

Phone: 0303 123 1015

Email: equalities@southlanarkshire.gov.uk

www.southlanarkshire.gov.uk

If you need this information in large print, on tape or in Braille, please contact 0303 123 1015.

Please phone 0303 123 1015 if you would like this information in Chinese, Urdu, Punjabi, Hindi or Polish.

這份資料備有中文譯本，查詢詳情請致電 0303 123 1015

यह सूचना आपके लिए हिन्दी में भी उपलब्ध की जा सकती है

अतिरिक्त जानकारी के लिए इस फोन नं: पर सम्पर्क करें:

0303 123 1015

ਇਹ ਜਾਣਕਾਰੀ ਪੰਜਾਬੀ ਬੋਲੀ ਵਿਚ ਵੀ ਝਗੜੂ ਮਿਲ ਸਕਦੀ ਹੈ

ਚੇਰ ਜਾਣਕਾਰੀ ਲਈ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ:

0303 123 1015

یہ معلومات اردو زبان میں مہیا کی جاسکتی ہیں

مزید معلومات کے لئے اس فون پر رابطہ کریں 0303 123 1015

Proszę dzwonić na numer 0303 123 1015, jeśli chcieliby Państwo posiadać tę informację po polsku.

**Working together to improve health and wellbeing
in the community – with the community**